



**North Carolina Department of Health and Human Services  
Division of Aging and Adult Services**

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Michael F. Easley, Governor  
Dempsey Benton, Secretary

Dennis W. Streets, Director  
919-733-3983

**October 17, 2007**

**DEAR COUNTY DIRECTOR OF SOCIAL SERVICES:**

**ATTENTION: INCOME MAINTENANCE ADMINISTRATORS, ADULT MA/SA SUPERVISORS AND  
SA CASEWORKERS**

**SUBJECT: FINDINGS FROM STATE/COUNTY SPECIAL ASSISTANCE MONITORING CYCLE  
2004-2007**

The first round of program compliance monitoring for the State/County Special Assistance for Adults Program has been completed. Two full-time Program Compliance Representatives (PCRs), Bettie Johnson serving 50 western counties and Sharon Odenwelder serving 50 eastern counties, initiated monitoring visits in August of 2004 and monitored the 100<sup>th</sup> county July 2007. We commend you and your staff for the cooperation and the feedback you have provided during these past three years. Your input was invaluable in helping us to refine and improve monitoring procedures. We appreciate your patience as we have worked to implement this process while experiencing staff turnover, a division merger, and program growth along the way. We realize that many times written reports on the monitoring visits have been very late coming to you. We anticipate finalizing all monitoring issues quickly, so that counties can begin the next round of monitoring with no outstanding concerns.

Notification of yearly monitoring is sent to scheduled counties at the beginning of each fiscal year. If your county is scheduled for monitoring in fiscal year 07-08, you should have received a letter dated May 31, 2007 informing you of this. In addition, at least 14 days prior to the monitoring visit scheduled for your county, your assigned PCR will send a letter explaining the process and confirming the exact on-site dates.

We are providing some of the findings of eligibility element errors that were most common across the state during the first round of monitoring. We hope this information will be helpful to you in identifying what we see as some of the most problematic issues in SA Program compliance.

The most common categories reflecting element errors, in order, include:

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## **Financial Eligibility**

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### **Resources**

- Incomplete or missing required verification and documentation of countable resource 1<sup>st</sup> moment balance/s for establishing applicant/recipient eligibility
- Failure to clearly document client's total countable resources throughout DSS-8190-NS booklet as required
- Incorrect calculation of countable resources
- Failure to verify burial contract was irrevocable

### **Income and Budgeting**

- Incomplete or missing verification and calculation of countable earned and unearned income
- Incorrect calculation of budgets
- Incorrect rounding of income
- Failure to verify a/r's "gross" income for retirement sources other than RSDI/SSI/VA
- Failure to consider the potential of COLA for income sources other than RSDI/SSI/VA (such as NC State Employee Retirement Income)

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## **Non-Financial Eligibility**

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### **FL-2/MR-2**

- Incomplete or missing information regarding recommended ACH or equivalent level of care
- FL-2/MR-2 lacking physician's signature and/or date of signature

### **SSI Eligibility**

- Failure to require applicant/recipient application for SSI when appropriate
- Failure to correctly interpret and apply income information from SDX verifications
- Failure to facilitate correction of SSA erroneous data regarding applicant/recipient's income, living arrangement, etc.
- Failure to deny a/r's SA application when client has been denied SSI for reasons other than income

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## **Other Error Elements**

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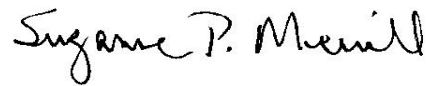
- Incomplete or missing required verifications
- Redeterminations keyed into EIS after the pull-check date
- Booklet for application/redetermination not used (DSS-8190-S/DSS-8190-NS)
- Failure to contact facility and document case file regarding SSI recipient still residing in facility
- Incorrect facility codes

Dear Director  
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To view additional required eligibility elements under each of the above categories, please refer to the SA Monitoring Tool at: <http://www.ncdhhs.gov/aging/monitor/cmtools.htm> and click on State/County Special Assistance.

Thank you again for your support and patience during the first full cycle of SA monitoring. We appreciate the cooperation and hospitality shown our PCRs. We hope this information is helpful to you and look forward to a productive second round of monitoring.

Sincerely,

A handwritten signature in black ink that reads "Suzanne P. Merrill". The script is cursive and fluid.

Suzanne P. Merrill, Chief  
Adult Services Section

SPM/cu

AFS-20-2007